USER GUIDE

Cisco Unified IP Phone 7921 (SCCP) for Cisco Unified Communications Manager Express 4.3

1 Overview
2 Operating Your Phone
3 Phone Features and Functions

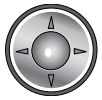
1 Overview

This guide provides phone, soft key, and features descriptions for the Cisco Unified IP Phone models 7921.

Physical Layout

The Cisco Unified IP phone 7921 is a single-line phones.

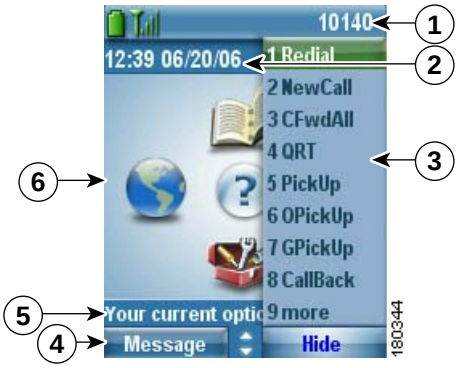
1	Indicator light (LED)	Provides these indications: • Solid red—Phone is connected to AC power source, and battery is charging. • Solid green—Phone is connected to AC power source, and battery is fully charged. • Fast blinking red—Incoming call. (Phone can be charging or fully charged.) • Slow blinking red—Voice message. (When phone is connected to AC power source, red light displays longer than when using only the battery.) • Slow blinking green—Phone is using only battery power. Phone is registered with the wireless network and is within service coverage area.
2	Headset port	Port for plugging in a headset or ear bud.
3	Speaker button	Toggles the speaker mode on or off for the phone.

4	Right softkey button	Activates the Options menu for access to the list of softkeys. Sometimes displays a softkey label.
5	Navigation button 	Accesses these menus and lists from the main screen. Directory Line View Settings Services Allows you to scroll up and down menus to highlight options and to move left and right through phone numbers and text entries.
6	Select button	Activates the Help menu from the main screen. Allows you to select a menu item, a softkey, a call, or an action.
7	Power/End button (red)	Turns the phone on or off, diverts a ringing call to your voice messaging system, or ends a connected call. If there is no voice messaging system, then silences the ring. When using menus, acts as a shortcut to return to the main screen.
8	Pound (#) key	Toggles between locking and unlocking the key pad. Allows you to enter these special characters when you are entering text: # ? ( ) [ ] { }
9	Zero (0) key	Enters “0” when dialing a number. Allows you to enter a **space** or these special characters when you are entering text: , . ‘ “ | _ ~ ’
10	Asterisk (*) key	Toggles between Ring and Vibrate mode. Allows you to enter these special characters when you are entering text: * + - / = \ : ;
11	Keypad	Allows you to dial numbers, enter letters, and choose menu items by number.
12	One (1) key	Enters “1” when dialing a number. Allows you to access the voice messaging system. Allows you to enter these special characters when you are entering text: ! @ < > $ % ^ &
13	Answer/Send button (green)	Allows you to answer a ringing call or, after dialing a number, to place the call.
14	Left softkey button	Activates the softkey option displayed on the screen.

15	Mute button	Toggles the mute feature on or off.
16	Volume button	When the phone is idle, controls the ring volume, vibrate option, or turns off the ring. During a call, controls the speaker volume for the handset, headset, and speaker mode.
17	Applications button	Used with XML applications, such as Push to Talk or directory services.

Phone Screen Features

Because the Cisco Unified Wireless IP Phone 7921G has only two soft keys, the Options softkey displays the list of available feature options for the phone. The features in the Options list change depending on whether the phone is idle or in an active call. This is what your main phone screen looks like with the Options list open.



1	Phone Status line	Displays these icons (if active) and your directory number:
		Battery icon—Shows the level of charge in battery
		Signal icon—Shows the degree of signal strength
		Key lock icon—Indicates the keypad is locked
		Speaker icon—Indicates speaker mode is active
		Mute icon—Indicates mute is active
		Headset icon—Indicates headset is plugged in to phone
		Ringer Off icon—Indicates the phone alert is silent
		Vibrate icon—Indicates the phone alert is vibrate only
		Vibrate and ring icon—Indicates the phone alert is ring and vibrate
		Desk Top Charger icon—Indicates the phone is docked in the charger
		Voice Message icon—Indicates you have a voice message
		Application icon—Indicates the application (such as Push to Talk) is active
	10140	Primary phone line—Displays the phone number (directory number) for your primary phone line
2	Date and Time line 12:39 06/20/06	Displays time and date information
3	Options Menu	Displays softkey features for the current call state
4	Softkey labels area Message - Hide	Displays softkey options and provides access to the **Options** list of softkey features
		Displays the active navigation arrows for the menu or screen
5	Status and information Your current options	Provides phone status or instructions
6	Main phone screen	Displays four menu icons and Help

Connecting Your Phone

This section shows how to use the connectors on your Cisco IP phone.

Your system administrator will configure your new Cisco Unified Wireless IP Phone to connect to the corporate wireless network and the IP telephony network.

A rechargeable Lithium ion battery powers the Cisco Unified Wireless IP Phone 7921G. Before you can use your phone, you must install the battery in the phone and then charge the battery. Depending on the type of battery you have, the fully charged battery provides these hours of service:

- The standard battery provides up to 10 hours of talk time or up to 80 hours of standby time.
- The extended battery provides up to 12 hours of talk time or up to 100 hours of standby time.

Installing or Removing the Phone Battery

To install or remove the battery, follow these steps

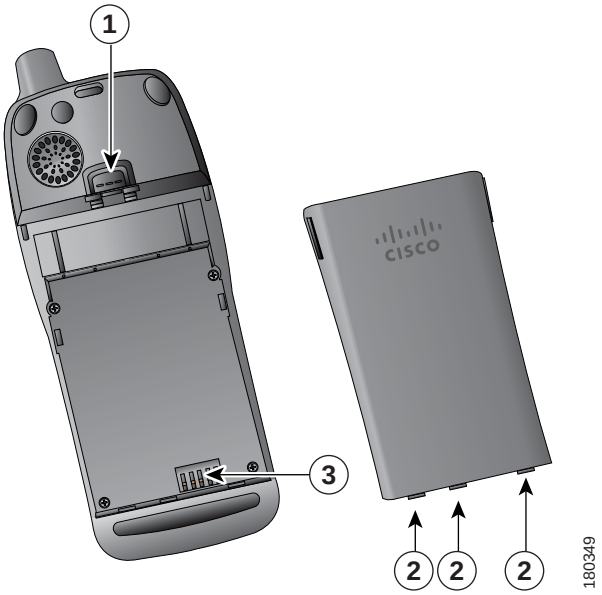
Install the battery

1. Insert the battery catches in the slots at the bottom of the phone. Ensure metal contacts on the battery and the phone face each other.
2. Press the battery to the phone until it locks into place.

Remove the battery

1. Press up on the locking catch with one hand.
2. With the other hand, hold the battery at the edges and pull out to remove the battery.

:



1	Locking catch—Push up to release the battery.
2	Battery catches—Insert these into the slots near the bottom of the phone at battery installation.
3	Metal contacts—Match the contacts on the battery to the contacts on the phone.

Charging the Phone Battery

You can charge the battery in your wireless IP phone by connecting the AC power supply or the USB cable to your phone. For more information, see these sections:

- ***Using the AC Power Supply to Charge the Battery, page 7***
- ***Using the USB Cable and PC Port to Charge the Battery, page 7***

Charging Times **Battery Type**	**AC Power Supply Connected to Phone**	**Phone Connected to PC with USB Cable**
Standard	2 hours	5 hours
Extended	3 hours	7 hours

Using the AC Power Supply to Charge the Battery

You can charge your battery quickly by connecting the AC power supply to the phone. To accommodate different AC power receptacles, you must insert the appropriate AC plug adapter on the AC power supply.

You can use the phone while the battery is being charged. After the battery is charged, you can unplug the power supply cord, or you can leave the phone plugged into the power cord.

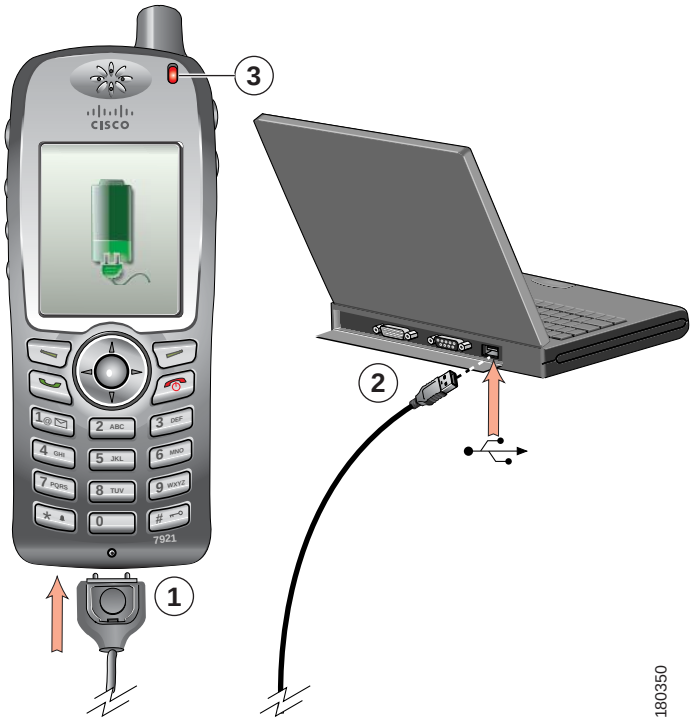
To charge the battery in the phone using the AC power supply, use this diagram:

1	AC plug adapter—Insert the AC plug adapter into the slot on the power supply.
2	AC Power supply—Insert into an AC outlet.
3	Phone connector on AC power supply cable—Insert into the connector slot at bottom of phone.
4	Indicator light—Indicates the charging status: • Red—Battery charging in process • Green—Battery charging is completed

Using the USB Cable and PC Port to Charge the Battery

You can charge the battery in the phone by connecting your phone with a USB cable to a USB port on you PC. Charging takes longer when you use the USB port on the PC to charge the battery.

To use the USB cable and USB port to charge the battery, use this diagram and follow the steps:



Charge the battery using the USB cable

1. Insert the phone connector on the USB cable into the phone.
2. Insert the USB A-type connector into the USB port on your PC.

Note If the Found New Hardware Wizard opens, use the following procedure to stop it.

3. Monitor the indicator light after the phone briefly displays “USB Connected” on the status line.

   While the battery is charging, the indicator light is red. When the battery is fully charged, the indicator light turns green.

Stop Found New Hardware Wizard from opening when connecting to USB port

1. Click **Next** to use the wizard dialog box.
2. In the Update New Software dialog, click **No, not this time**, and click **Next**.
3. Click **Install the Software automatically (Recommended)** and click **Next**.
4. After a few moments, the Cannot Install This Hardware dialog displays. Click **Don't prompt me again to install this software**.
5. Click **Finish** to close the dialog box.

Powering On the Phone

After charging the battery, you must power on the phone to make and receive calls.

1. Press and hold the (red button) until the phone powers on.
2. You might need to enter a username and password to access the wireless network.
3. After completing authentication and registration with Cisco Unified CallManager, the phone displays the main screen and is ready to place or receive calls.

Check signal strength

The icon indicates the strength of the signal between the wireless access point and your phone. Your phone must have at least one bar to place or receive calls.

When you move the phone out of signal range, you lose connection with the wireless LAN. The icon appears, and the status line displays, “Leaving service area.”

Tip

Your idle phone screen can turn off after a time interval. To alert you that the phone is still powered on and connected to the wireless network when using battery power, the indicator light blinks green every 2 seconds.

Accessories for the Cisco Unified Wireless IP Phone 7921G

The following phone accessories are available for your phone:

- Standard and extended batteries
- AC power supplies for different geographical areas
- Desktop charger with speakerphone
- Carrying cases
- Lock sets

For a complete list and description of accessories, refer to this guide: ***Cisco Unified Wireless IP Phone 7921G Accessory Guide***.

Headset Information

Although Cisco Systems performs some internal testing of third-party headsets for use with the Cisco Unified IP Phones, Cisco does not certify or support products from headset or handset vendors. Because of the inherent environmental and hardware inconsistencies in the locations where Cisco Unified IP Phones are deployed, there is not a single “best” solution that is optimal for all environments. Cisco recommends that customers test the headsets that work best in their environment before deploying a large number of units in their network.

In some instances, the mechanics or electronics of various headsets can cause remote parties to hear an echo of their own voice when they speak to Cisco Unified IP Phone users.

Cisco Systems recommends the use of good quality external devices, like headsets that are screened against unwanted radio frequency (RF) and audio frequency (AF) signals. Depending on the quality of these devices and their proximity to other devices such as cell phones and two-way radios, some audio noise may still occur.

The primary reason that a particular headset would be inappropriate for the Cisco Unified IP Phone is the potential for an audible hum. This hum can be heard by either the remote party or by both the remote party and you, the Cisco Unified IP Phone user. Some potential humming or buzzing sounds can be caused by a range of outside sources, for example, electric lights, being near electric motors, large PC monitors.

Audio Quality Subjective to the User

Beyond the physical, mechanical and technical performance, the audio portion of a headset must sound good to you (the user) and to the party on the far end. Sound is subjective and Cisco cannot guarantee the performance of any headsets, but some of the headsets on the sites listed below have been reported to perform well on Cisco Unified IP Phones.

Nevertheless, it is ultimately the customer's responsibility to test this equipment in their own environment to determine suitable performance.

For information about headsets for your phone, refer to the ***Cisco Unified Wireless IP Phone 7921G Accessory Guide*** and these web sites:

- ***http://www.plantronics.com***
- ***http://www.jabra.com***

Securing the Phone with a Lock Set and Cable Lock

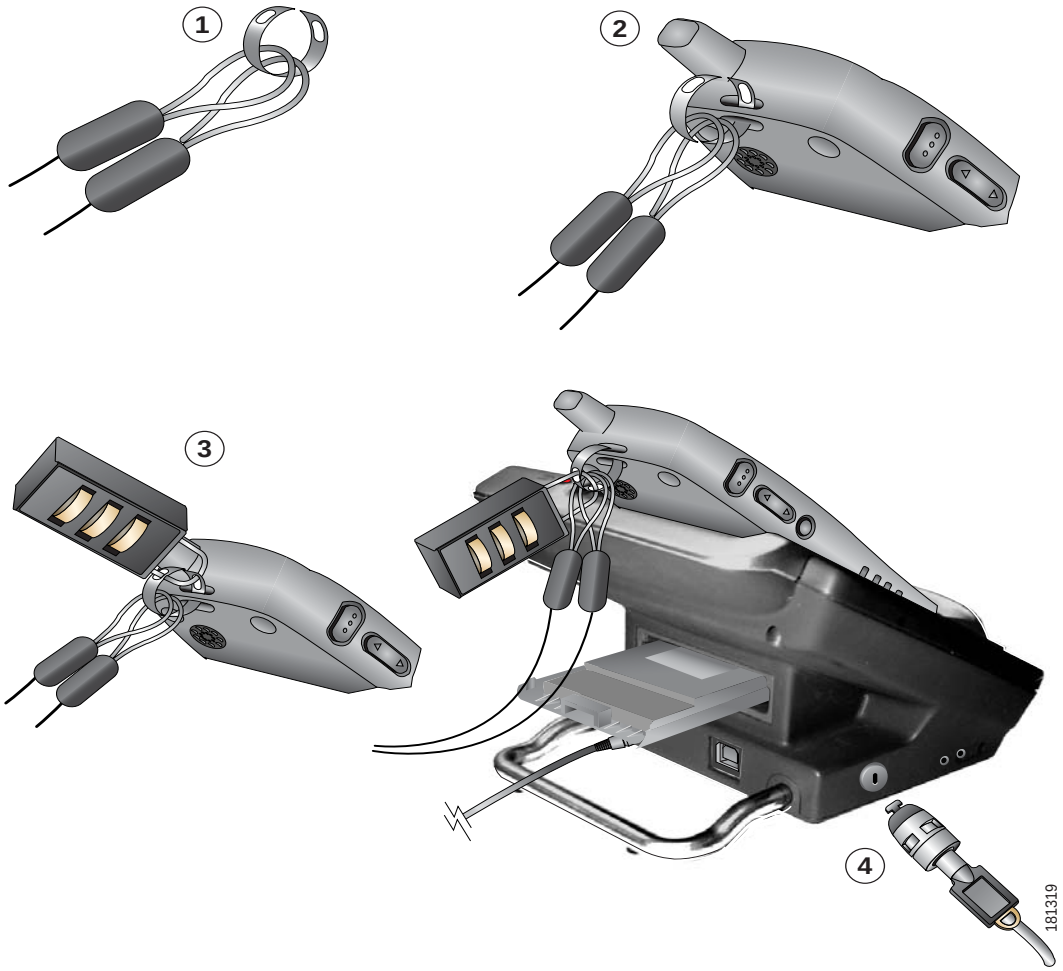
You can secure the Cisco Unified Wireless IP Phone 7921G to a desk top by ordering the lock set from Cisco. For more information, refer to the ***Cisco Unified Wireless IP Phone 7921G Accessory Guide***.

To install the lock set, use the diagram and follow these steps:

Install the lock set on the phone

1. Put the security cable around a post or through a hole in the desktop. Insert the loops at the ends of the security cable through the C-ring.
2. Insert the C-ring with cable loops through the slot on back of phone.
3. Use the combination lock to secure the ends of the C-ring around cable loops and phone.

   The phone is secured to the desktop area.
4. To secure the desktop charger, use a laptop cable lock.



You can secure your Cisco Unified Wireless IP Phone 7921G Desktop Charger by using a laptop cable lock. The lock connects to the security slot on the side of the desktop charger, and the cable can be secured to a desktop. The diagram shows where to insert the lock.

Note The lock set does not include the cable lock.

2 Operating Your Phone

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Entering and Editing Text

You can enter characters, numbers, and special characters for passwords. When you press a numeric key on the keypad, a text bubble shows all the characters and symbols that this key controls. Each press moves to another character option.

Enter characters

Press the number key until you highlight the character (lower or upper case) that you want to enter.

Enter numbers

Press the number key and locate the number that you want to enter.

Delete the last character

Press **<<** once to delete the last character or number or to delete the whole character string, press and hold **<<**.

Enter a space

Press to enter a space between characters.

Enter special characters and symbols

Press to display and enter these symbols * **+ - / = \ : ;**

Press to display and enter these symbols **space , . ‘ “ | _ ~ ’**

Press to display and enter these symbols **# ? ( ) [ ] { }**

Press to display and enter these symbols **! @ < > $ % ^ &**

Cancel editing mode

Choose **Options > Cancel** to return to the menu option or main screen.

Feature Buttons and Menus

From the main phone screen, you can use the Navigation button to access feature menus.

Open a feature menu

Use the Navigation button to press one of these arrows that open a menu:

Accesses these menus and lists from the main screen:

Directory

Line View

Settings

Services

Scroll through a menu or list

Press the Navigation button up or down.

Select a menu option

Do one of these actions:

- Press the keypad number key for the item.
- Scroll to highlight the item, and then press the button (center of the navigation button).

Go back one level in a feature menu

Press **Back**.

Note Pressing (red button) from any level of a menu closes the menu and returns you to the main screen.

Reposition the cursor to edit a phone number or name

Press the Navigation button left or right.

Select a highlighted call or option

Press .

Access Help

From the main screen, press .

Help System

Your phone provides an online help system. Help topics display on the screen.

View the main menu

Press and wait a few seconds for the menu to display. Main menu topics include:

- About Your Cisco Unified IP Phone—Details about your phone
- How do I...?—Procedures for common phone tasks
- Calling Features—Descriptions and procedures for calling features
- Help—Tips on using and accessing Help

Get help using Help

Press , wait for the online help main menu to display, and then choose Help.

Phone Buttons

The phone keypad and buttons provide these shortcuts to frequently used functions.

Lock or unlock the phone keypad

Press and hold the # key (3 seconds). The screen displays “Keypad Locked!”, and the icon displays at the top of the Main screen.

Press any key, and the screen displays “Unlock Keypad?” Press **Yes**, the icon disappears and the screen displays “Keypad Unlocked!” or press **No** to retain the keypad lock.

Note The keypad lock is temporarily disabled when you have an incoming call.

Toggle between ringing and vibrating mode

Press and hold the * key. The screen displays “Vibrate On!” and the icon displays at the top.

To switch back to the ring mode, press and hold the * key. The screen displays “Vibrate Off!”, and the icon disappears.

Note You can use the Volume button to set vibrate also.

Listen to voice messages

Press and hold the 1 key. The phone connects to your voice messaging system.

Adjust the volume during a call

Press for a call on the handset, speaker, or headset.

Change the ring pattern for your calls

When the phone is idle, press to set the ring volume, vibrate, or silent mode.

Choosing a Network Profile

Network profiles provide predefined settings for access to the wireless local area network (WLAN) and for authentication and encryption in your system. Your system administrator defines network profiles. You might have more than one network profile available to you so you can access WLAN configurations at locations that use different SSIDs or authentication types.

Your Cisco Unified Wireless IP Phone 7921G can have up to four enabled network profiles. Your phone automatically scans the profiles and selects the network profile with the matching SSID and settings for a specific WLAN.

Note Consult with your system administrator if you need to have additional network profiles or change settings in a profile.

View an enabled Network Profile

1. Choose (**Settings**) > **Network Profiles**.
2. Press . The enabled profile has a next to it.

Choose a different profile

1. Choose (**Settings**) > **Network Profiles**.
2. Press . The locked icon displays by Network Profiles; you must unlock the options.
3. Scroll to a different profile.
4. Press . The appears next to the enabled profile.
5. Press **Save**.

Tips

- When the locked icon appears next to a menu, see your system administrator for this information.
- Do not make changes to settings in your network profiles without consulting your system administrator first.

Accessing Voice Messages

When the phone displays "You Have VoiceMail" or has a red blinking light, you can access your messages from your phone.

Note Your company determines the voice message service that your phone system uses. For the most accurate and detailed information, refer to the documentation that came with your voice message service.

Set up and personalize your voice message service

1. Press **Message** or press and hold .
2. Follow the voice instructions.

See if you have a new voice message

Look at your phone for these indicators:

- A red blinking light
- A text message, "You Have VoiceMail"
- A flashing message waiting icon next to your directory number in (**Line View**)

Listen to your voice messages or access the voice message system menu

1. Press **Message** or press and hold 1.
2. Enter your voice message password.
3. Follow the voice instructions to listen to your messages.

Call Logs

Your phone maintains records of your missed, placed, and received calls. Each call log holds up to 30 entries.

View your call logs

1. Press (**Directory**).
2. Choose **Missed Calls**, or **Received Calls**, or **Placed Calls**.

Dial from a call log

1. Press (**Directory**).
2. Choose **Missed Calls**, or **Received Calls**, or **Placed Calls**.
3. Scroll to a phone number.

Note To edit the displayed number (to add or to remove a prefix), press **Options > EditDial** followed by ◄ or ► to reposition the cursor. Use the keypad to enter digits, or press **<<** to delete numbers.

4. Press **Dial** or .

Delete a call record

1. Press (**Directory**).
2. Choose **Missed Calls**, or **Received Calls**, or **Placed Calls**.
3. Scroll to a call record.
4. Choose **Options > Delete**, or choose **Options > Exit**.

Delete a call log

1. Press (**Directory**).
2. Choose **Missed Calls**, or **Received Calls**, or **Placed Calls**.
3. Choose **Options > Delete**, or choose **Options > Exit**.

Erase your call logs

1. Press (**Directory**) to display call logs.
2. Press **Clear**. Doing so erases all call logs, or choose **Options > Exit**.

Directory Dialing

Depending on configuration, your phone can provide access to a corporate directory and personal directory features:

- Corporate Directory—Corporate contacts that you can access on your phone. Your system administrator sets up and maintains Corporate Directory.
- Personal Directory—If available, personal contacts and associated speed-dial codes that you can configure and access from your phone and User Options web pages. Personal Directory is comprised of Personal Address Book (PAB) and Fast Dials.
  - PAB is a directory of your personal contacts.
  - Fast Dial allows you to assign codes to PAB entries for quick dialing.

Dial from a corporate directory (while not on another call)

1. Choose (**Directory**) > **Directory Services** > **Corporate Directory** (name can vary).
2. Use your keypad to enter a search criteria such as a name.
3. Choose or **Options** > **Submit**.
4. Scroll to a listing.

Note To edit the displayed number (to add or to remove a prefix), choose **Options** > **EditDial** followed by or to reposition the cursor. Use the keypad to enter digits, or press **<<** to delete numbers.

5. Press **Dial** or .

Tips

- Use the numbers on your keypad to enter characters on your phone screen. See Entering and Editing Text, page 11.
- Use the Navigation button on your phone to move between input fields.

Personal Directory

The Personal Directory feature set contains your Personal Address Book (PAB) and Fast Dials.

Access Personal Directory (for PAB and Fast Dial codes)

1. Choose (**Services**) > **Personal Address Book (PAB) Service** (exact name may vary).
2. Enter your Cisco Unified CallManager user ID and PIN, then press **Options** > **Submit**.

Search for a PAB entry

1. Access **Personal Address Book**.
2. Enter search criteria and choose **Options** > **Submit**.

Note To get a complete list of your PAB entries, do not enter any search criteria, and choose **Options** > **Submit**.

3. You can choose **Options** > **Previous** or **Next** to move through listings.
4. Scroll to the PAB listing that you want and press **Select or** .

Dial from PAB entry

1. Search for a PAB entry.
2. Scroll to the listing and press **Select** or .
3. Press **Dial**.
4. Scroll to the number that you want to dial and press **OK**.
5. Press **OK** again to dial the number.

Delete a PAB entry

1. Search for a PAB entry.
2. Scroll to the listing and press **Select** or .
3. Choose **Options >Delete**.
4. Press **OK** to confirm the deletion or Cancel.

Edit a PAB entry

1. Search for a PAB entry.
2. Scroll to the listing and press **Select** or .
3. Choose **Options > Edit** to modify a name or mail address.
4. If necessary, choose **Options > Phones** to modify a phone number.
5. Press **Update**.

Add a new PAB entry

1. Access **Personal Address Book**.
2. Access the Search page and choose **Options > Submit**. (You do not need to input search information first.)
3. Choose **Options > New**.
4. Use the keypad to enter a name or nickname.
5. Press **Phones** and use the keypad to enter phone numbers. Be sure to include any necessary access codes such as a 9 or 1.
6. Press **Submit** to add the entry to the database.

Assign a Fast Dial code to a PAB entry

1. Search for a PAB entry.
2. Scroll to the listing and press **Select** or .
3. Choose **Options > Fast Dial**.
4. Scroll to the Fast Dial code that you want to assign to the number and press **Select** or .

Add a new Fast Dial code (not using a PAB entry)

1. Choose (**Services**)**> Personal Address Book**.
2. Select **Personal Fast Dials**.
3. Scroll to a Fast Dial code that is unassigned and press **Select** or .
4. Press **Assign**.
5. Enter a phone number.
6. Press **Update**.

Search for Fast Dial codes

1. Choose (**Services**) **> Personal Address Book.**
2. Select **Personal Fast Dials**.
3. Scroll to the listing you want and press **Select** or .

Note You can choose **Options > Previous** or **Next** to move through listings.

Place a call using a Fast Dial code

1. Search for a Fast Dial code.

2. Scroll to the listing you want and press **Select** or .
3. Press **Dial**.
4. Choose **OK** to complete the action.

Delete a Fast Dial code

1. Search for a Fast Dial code.
2. Scroll to the listing you want and press **Select** or .
3. Choose **Options > Remove**.

Log out of Personal Directory

1. Choose (**Services**) **> Personal Address Book** (exact name may vary).
2. Choose **Logout**.

Tips

- Your system administrator can provide the user ID and PIN that you need to log in to Personal Directory.
- Personal Directory automatically logs you out after a certain amount of time. This time limit can vary. Ask your system administrator for more information.
- Use the numbers on your keypad to enter characters on your phone screen. Use the Navigation button on your phone to move between input fields.

Handset, Headset, and Speakerphone

You can use your phone as a mobile handset, a speakerphone, with a headset, or with the speakerphone in the desktop charger.

Use the handset

Press the (green button); press (red button) to hang up.

Use a headset

Plug the headset connector into the headset port . The icon displays on the phone status line. Place and answer calls as usual.

You can use the headset with all the controls on your phone, including and .

The headset audio remains active when the headset is connected to the phone

Use the speaker mode

Press before placing a call or during a call to activate speaker mode. The icon displays when the speaker is active.

Note Speaker mode remains active for future calls until toggled off.

Switch to the speaker (from the handset) during a call

Press and displays.

Press to toggle back to the handset.

Switch to the desktop charger speakerphone

1. Place the wireless IP phone in the desktop charger cradle. “AC connected!” displays on the screen.
2. Press down on the top of the phone. “Docking connected!” displays on the screen and the icon displays on the phone status line. The desktop charger speaker and microphone are connected.
3. Place and receive calls.

Use all the buttons on your phone, including and .

You can use the headset to answer calls when the phone is in the desktop charger.

Note The internal, single-direction microphone is located on the lower left side of the phone (two small holes). For best results, place the desktop charger in front of you when using the speakerphone.

Switch to the handset from the desktop charger speakerphone

1. Hold the top of the phone and move it forward before lifting it off the desktop charger.
2. Use the handset to continue with the call. The desktop charger speaker and microphone disconnect.

Note You cannot turn off the desktop speaker by using the button.

Adjust the volume level for a call

During a call, press to adjust the volume for the handset, speaker, headset or desktop charger.

Note The new volume level is preserved for future calls after the phone is powered off.

Obtaining a Headset

Your phone supports headset jack types with a 2.5 mm, 3-band/ 4 connector. For information about purchasing headsets, see Headset Information, page 9.

AutoAnswer

You might use AutoAnswer if you receive a high volume of incoming calls or handle calls on behalf of others. Your system administrator configures AutoAnswer to work with either your speaker mode or headset.

Use AutoAnswer with a headset

Keep headset mode active by ensuring the headset is plugged into the phone, even when not on a call.

If your phone is set up to use AutoAnswer in headset mode, calls are answered automatically only if the icon is in the phone status line. Otherwise, calls ring normally and you must manually answer them.

Use AutoAnswer with the desktop charger speaker

Keep the handset in the desktop charger cradle, so the speaker is active.

If your phone is set up to use AutoAnswer in speaker mode, calls are answered automatically using the desktop charger speaker.

Note You cannot turn off the desktop charger speaker. You must remove the phone from the cradle to disable the desktop charger speaker.

Speed Dialing

Speed dialing allows you to press a key, select a Line View item, or use an index number to place a call. Depending on configuration, your phone can support several speed-dial features:

- Speed-dial numbers (identified with icons) in your Line View
- Speed Dialing and Abbreviated Dialing
- Fast Dials

Use speed-dial numbers

1. Set up speed-dial numbers from your User Options web pages.
2. To place a call, press (**Line View**).
3. Scroll to a speed-dial number with its label.

4. Press .

Note The Line View displays your directory numbers, followed by your speed-dial numbers identified with . Six items (lines plus speed dials) can display.

Use Abbreviated Dial

1. Set up Abbreviated Dialing codes from your User Options web pages.
2. To place a call, enter the Abbreviated Dialing code.
3. Choose **Options > AbbrDial**.

Call Pickup

Call PickUp allows you to answer a call that is ringing on a coworker's phone by redirecting the call to your phone. You might use Call PickUp if you share call-handling with coworkers.

Answer a call that is ringing on another extension within your call pickup group

1. Choose **Options > PickUp**. If your phone supports auto-pickup, you are now connected to the call.
2. If the call rings on your phone, press **Answer** to connect to the call.

Answer a call that is ringing on another extension in your group or in an associated group

1. Choose **Options > OPickUp** (if available). If your phone supports auto-pickup, you are now connected to the call.
2. If the call rings on your phone, press **Answer** to connect to the call.

Tips

- Depending on how your phone is configured, you might receive an audio and/or visual alert about a call to your pickup group.
- Pressing **PickUp** and **GPickUp** connects you to the call that has been ringing for the longest time.
- Pressing **OPickUp** connects you to the call in the pickup group with the highest priority.
- If you have multiple lines and want to pick up the call on a non-primary line, first press (**Line View**) to switch to the desired line, then choose **Options** and a Call PickUp softkey.

Parked Calls

You can park a call when you want to store the call so that you or someone else can retrieve it from another phone in the Cisco Unified CallManager system (for example, a phone in a conference room).

You can park a call by using the **Park** softkey to store the call. Your phone displays the call park number where the system stored your call. You must record this number and then use the same number to retrieve the call.

Store an active call using Call Park

1. During a call, choose **Options > Park**.
2. Note the call park number that displays on your phone screen.
3. Press the .

Retrieve a parked call

Enter the call park number from any Cisco Unified IP Phone in your network to connect to the call.

Tip

You have a limited time to retrieve a parked call before it reverts to ringing at the original number. See your system administrator for details.

Logging Out of Hunt Groups

If your organization receives a large number of incoming calls, you might be a member of a hunt group. A hunt group includes a series of directory numbers that share the incoming call load. When the first directory number in the hunt group is busy, the system hunts for the next available directory number in the group and directs the call to that phone. When you are away from your phone, you can prevent hunt group calls from ringing your phone by logging out of hunt groups.

Log out of hunt groups to temporarily block hunt group calls

Choose **Options > HLog**. Your phone screen displays, "Logged out of Hunt Group."

Log in to receive hunt group calls

Choose **Options > HLog**.

Tip

Logging out of hunt groups does not prevent non-hunt group calls from ringing your phone.

Remote-in-Use

The "In Use Remote" message and icon display on a Cisco Unified Wireless IP Phone 7921G when another phone that shares your line has a connected call and Privacy is disabled. You can place and receive calls as usual on the shared line, even when the "In Use Remote" message or icon displays.

Secure Calls

Depending on how your system administrator has configured your phone system, your phone might support making and receiving secure calls.

Your phone can support these types of calls:

- *Authenticated* call—The identities of all phones participating in the call have been verified.
- *Encrypted* call—The phone is receiving and transmitting encrypted audio (your conversation) within the Cisco IP network. Encrypted calls are also authenticated.
- *Non-secure* call—At least one of the participating phones or the connection does not support these security features, or the phones cannot be verified.

Check the security level of a call

Look for a security icon in the top right corner of the call activity area, next to the call duration timer:

Authenticated call

Encrypted call

Neither security icon appears if the call is non-secure.

Determine if secure calls can be made in your company

Contact your system administrator.

Note There are interactions, restrictions, and limitations that affect how security features work on your phone. For more information, ask your system administrator.

Prioritizing Critical Calls

In some specialized environments, such as military or government offices, you might need to make and receive urgent or critical calls. If you have the need for this specialized call handling, your system administrator can add Multilevel Precedence and Preemption (MLPP) to your phone.

Keep these terms in mind:

- *Precedence* indicates the priority associated with a call.
- *Preemption* is the process of ending an existing, lower priority call while accepting a higher priority call that is sent to your phone.

Want to choose a priority (precedence) level for an outgoing call

Contact your system administrator for a list of corresponding precedence numbers for calls.

Want to make a priority (precedence) call

Enter the MLPP access number (provided by your system administrator) followed by the phone number.

Hear a special ring (faster than usual) or special call waiting tone

You are receiving a priority (precedence) call. An MLPP icon on your phone screen indicates the priority level of the call.

Want to view priority level of a call

Look for an MLPP icon on your phone screen:

Priority Call

Medium priority (immediate) call

High priority (flash) call

Highest priority (flash override) or Executive Override call

Higher priority calls are displayed at the top of your call list. If you do not see an MLPP icon, the priority level of the call is normal (routine).

Want to accept a higher-priority call

Answer the call as usual. If necessary, end an active call first.

Hear a continuous tone interrupting your call

You or the other party are receiving a call that must preempt the current call. Disconnect immediately to allow the higher priority call to ring through.

Tips

- When you make or receive an MLPP-enabled call, you will hear special ring tones and call-waiting tones that differ from the standard tones.
- If you enter an invalid MLPP access number, a verbal announcement will alert you of the error.

Transferring Calls

Transfer or redirects a connected call. The target is the number to which you want to transfer the call.

Transfer a call without talking to the transfer recipient

1. From an active call, choose **Options >Trnsfer**.
2. Dial the target number.

3. Choose **Options** > **Trnsfer** again to complete the transfer or **EndCall** to cancel.

Note If your phone supports on-hook transfer, you can alternately complete the transfer by disconnecting.

Talk to the transfer recipient before transferring a call (consult transfer)

1. From an active call, choose **Options** > **Trnsfer**.
2. Dial the target number.
3. Wait for the transfer recipient to answer.
4. Choose **Options** > **Trnsfer** again to complete the transfer or **EndCall** to cancel.

Cisco Extension Mobility

Cisco Extension Mobility (EM) allows you to temporarily configure a Cisco Unified IP Phone as your own. Once you log in to EM, the phone adopts your user profile, including your phone lines, features, established services, and web-based settings. Your system administrator must configure EM for you.

Log in to EM

1. Choose (**Services**) > **EM Service** (name can vary).
2. Enter your user ID and PIN (provided by your system administrator).
3. If prompted, select a device profile.

Log out of EM

1. Choose (**Services**) > **EM Service** (name can vary).
2. When prompted to log out, press **Yes**.

Tips

- EM automatically logs you out after a certain amount of time. You system administrator establishes this time limit.
- Changes that you make to your EM profile (from the User Options web pages) take effect the next time that you log in to EM on a phone.
- Settings that are controlled on the phone only are not maintained in your EM profile.

Push to Talk Service

The Push to Talk service provides immediate communication (similar to a two-way radio) with members of your organization. Your system administrator must set up the Push to Talk service by using an XML application, and then you must subscribe to this service.

Use Push to Talk service

1. Choose (**Services**) > **Push to Talk** (name can vary).
   Push to Talk service is active when the icon displays.
2. Use the button to start and end a transmission depending on how your service is configured. You can also use the **Talk** and **Stop** softkeys to toggle between transmitting and listening.

Note Your system administrator will provide detailed information about how to use your Push to Talk service.

Soft Key Descriptions

Your Cisco Unified IP phone is equipped with soft keys for call features and options. soft keys are displayed along the bottom of the LCD screen and are engaged using the corresponding buttons. Soft keys can change according to the state of the phone.

Following is a comprehensive list of soft keys offered on these Cisco Unified IP Phones. Functions depend on your system configuration.

Soft Key	Description
<< or >>	Navigates to edit characters. Use the backspace soft key to erase digits that were entered incorrectly.
Accept	Accepts the current edits. For instance, adding an entry to your personal directory.
Acct	Consult your administrator on the use of this soft key.
Add	Adds an entry to the personal directory.
Alpha	Toggles character input mode from numeric to alphanumeric.
Answer	Answers an incoming call.
BlndXfr	Redirects the call without allowing you to speak to the transfer recipient (known as a blind transfer).
Callback	Notifies callers that the called line is free.
Cancel	Cancels the last selection.
CFwdALL	Forwards all calls.
Clear	Clears directory history.
Confrn	Connects callers to a conference call.
DelAll	Deletes all entries in the personal directory.
Delete	Deletes selected item.
Dial	Dials the displayed number.
Directories	Provides access to phone directories.
DND	Enables and disables the Do-Not-Disturb feature.
Down	Decreases the LCD screen contrast.
Edit	Selects a number and activates the cursor for editing.
EditDial	Selects a number and activates the cursor for editing.
EndCall	Ends the current call.
Exit	Exits from the current selection or screen.
Flash	Provides hookflash functionality for three-way calling and call waiting services provided by the PSTN or Centrex service.
GPickUp	Selectively picks up calls to a phone number that is a member of a pickup group.
Hold	Places an active call on hold. Resumes a held call.
Login	Provides PIN-controlled access to restricted phone features. Contact your system administrator for additional instructions.
Message	Dials the local voice-mail system.
Monitor	Enables the user to switch from the handset to the speaker to listen to a call hands-free.
Monoff	Enables the user to switch from the speaker to the handset and continue talking on the call.
more	Scrolls through additional soft key options (for example, use the **more** soft key to locate the Number soft key).
Mute	Toggles muting on and off.
NewCall	Opens a new line on the speakerphone to place a call.
Number	Toggles character input mode from alphanumeric to numeric.
Ok	Confirms the selection.
Park	Forwards calls to a location from which the call can be retrieved by anyone in the system.
PickUp	Selectively picks up calls to another extension.
Play	Plays the ring sound sample.
Redial	Redials the last number dialed.

Soft Key	Description (continued)
Reorder	Reorder the entries in the Personal Directory.
Restore	Consult your system administrator on the use of this soft key.
Resume	Returns to an active call.
Save	Saves the last change.
Search	Initiates a search in the local directory.
Select	Selects the highlighted option.
Settings	Provides access to phone settings such as display contrast, ring volume, and ring type.
Trnsfer	Transfers selected calls to an alternate number.
TrnsfrVM	Transfers the call to voicemail.
Up	Increases the LCD screen contrast.
URL	Enter alphanumeric characters for call forwarding.

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